
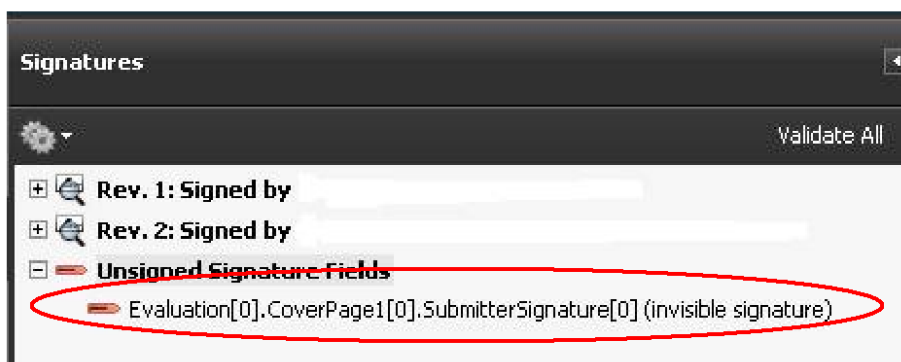



## ***Troubleshooting - Submitter Signature Field Not Displaying***

1. It has been determined that occasionally the Submitter Signature field does not display for the further processing of the evaluation. Both the Evaluator and the CIVMAR have signed the evaluation but the PDF status remained as “Evaluator signed”. Follow the steps below to correct this problem.

2. **Corrective Action Instructions:** The following instructions should be performed by the Submitter to submit the evaluation.

- a. Open the MAP PDF in **Adobe Reader 9** or above.
- b. Click on the signature icon  to the left of the PDF.
- c. At the Signatures box, right-click on the very last line of the **Unsigned Signature Fields** and select **Sign**.



- d. Insert the **CAC** in the CAC Reader and sign as **Submitter**.
  - e. Save the PDF when prompted.
  - f. The Submitter Signature will not display on the PDF but the signature information will be available when viewing from the signature icon .
  - g. The **Submit Data Ashore** button will be enabled.
  - h. Proceed to submit the PDF to MSFSC by email.
3. If you are still experiencing difficulties, please contact the Global Help Desk:
- 1-877-672-2441
  - 1-800-672-4356